

DATE: June 21, 2012

TO: All Offerors

FROM: Gaurang P. Pathak
Manager of Financial Services/Internal Control

SUBJECT: ADDENDUM TO RFP - CONTRACT NO. CSD-2012-10

RFP CSD-2012-10 for Sign Language Interpretation

ADDENDUM #1 – QUESTIONS AND ANSWERS

Questions	Answers
Is there an incumbent vendor for these services?	Yes
If yes, who is the vendor(s) and what rates do they provide for the services?	Deaf-Hearing Communication Centre; Deafinitions & Interpreting LLC; See below for rates.
What has been the biggest challenge for fulfilling services under this contract, or if this is a new contract, are there any challenges that you anticipate?	Qualified and certified interpreters familiar with specialized fields and terminology who can work at elite levels; Many assignments are 2 hours or less and in the middle of the day. This is not a new contract.
What is the expected volume of this contract? Is there any historical data?	This is a District-wide contract for all Schools and school board meetings. These services are mainly used by Delaware School for the Deaf (DSD), New Castle County. Volume of the requests is likely to be significant and ongoing. Approximately 150 or more requests per year for DSD alone.(Historical data demonstrates this); contract needs vary, depending on multiple factors, including, but not limited to, availability of internal staff
Is this RFP open to out of state vendors?	Yes
Which schools/locations within the Christina School District will have the most need for sign language interpreters?	This is a District-wide contract for all Schools and school board meetings. These services are mainly used by Delaware School for the Deaf(DSD), New Castle County
Will the majority of assignments be for classroom interpreting?	No
Approximately how many deaf or hard of hearing students will be served?	We have 119 students enrolled in DSD. Students are served as part of events, trips, or meetings
Is there a word doc file available for the RFP?	No
(IF NECESSARY) Please clarify what is meant by "modified hourly rate" in the price proposal?	"Modified Hourly rate" is referred to vendor offering a discounted rate for high volume customer.
What are the concerns and issues that the Christina School District would like to see	Qualified and certified interpreters familiar with specialized fields and terminology who can

addressed under the new contract?	work at elite levels; Most assignments are 2 hours or less and in the middle of the day; Liberal cancellation and/or change policy to meet the varied and dynamic needs of a statewide organization
The RFP states that we will need to provide copies of criminal background checks, State of DE and Federal Drug and Alcohol testing, and Child Protection Registry Checks “prior to bid award.” Does this mean that we include them in the RFP we send you or that we provide them to you prior to starting?	Vendors may provide copies of criminal background checks, State of DE and Federal Drug and Alcohol testing, and Child Protection Registry Checks upon award of contract but prior to providing services.
Could you estimate the size of the contract, either by the estimated number of hours of ASL Interpretation that you anticipate requiring over the course of the year, or by the dollar amount budgeted for the year?	The average amount for the current school year (actual & projected) is approximately \$100,000. Number of requests during the year is estimated to be approximately 150, with the potential for more for DSD alone. Length of time for each request varies from one to 8 hours.
I would like to know what all is entailed (cost and process) for the criminal background checks required for the above listed RFP. It is on page 15 D3 on the bid documents.	The agency in State of Delaware providing the services may provide guidance on the cost and process for the criminal background checks.
Regarding Contract No. CSD-2012-10, ASL Services, could you estimate the number of hours the contract will entail, or could you quantify it by funds budgeted for it?	See similar question and answer above
Is the district happy with the current provider?	Satisfaction levels vary with providers’ commitment to customer service, flexibility and ability to fulfill needs
Is this a multiple source award contract?	Yes this will a multi-vendor award contract

VENDOR 'A'.

— INFORMATION & FEE SCHEDULE —

Timeframe	General Interpreting	Legal Interpreting	Mental Health Interpreting	Request within 24 hours (1 business day)
8a – 6p	\$55/hr	\$75/hr	\$60/hr	\$25 surcharge
6p – 9p	\$62/hr	\$95/hr	\$65/hr	\$25 surcharge
Overnight	\$77/hr		\$77/hr	\$25 surcharge
Weekend/Holidays	\$77/hr		\$102.00/hr	\$25 surcharge

All services are billed and scheduled on the basis of a two-hour minimum. Mileage reimbursement is expected at the current IRS rate. Incurred costs for tolls and/or parking are to be reimbursed via the service invoice. Some services are negotiated on a case-by-case basis per individual exceptional circumstances and are at the discretion of the owner.

ASSIGNMENT RATES, PER INTERPRETER

VENDOR 'B'

	Up to 2 Hours	Add'l Hour
Regular Assignment	\$108.00	\$54.00
Legal Assignment: Any assignment that occurs in a courtroom, lawyer's office or is legal in nature.	\$154.00	\$77.00
Recorded Assignment: Assignments that are video recorded, voice recorded or made public record.	\$152.00	\$76.00
Educational Assignment Schedules: Applies only to educational institutions requesting ongoing assignments lasting a term or longer.	\$106.00	\$53.00
Last Minute Regular Assignments: Any non-medical assignment requested with only one business day notice.	\$216.00	\$108.00
Last Minute Legal Assignments: Legal assignments requested with only one business day notice.	\$308.00	\$154.00
Holiday Rate: Regular assignments occurring on New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas. Note that other rates are doubled if assignment falls on one of these holidays.	\$216.00	\$108.00
On-Call Emergency Service (EIS): Medical or police emergency coordinated through our EIS outside normal business hours or using the on-call EIS interpreters.	\$216.00	\$108.00

- ◆ Services are contingent upon availability. Rates are per interpreter. Rates are subject to change.

ADDITIONAL CHARGES TO HOURLY RATES

- ◆ If an assignment exceeds 2 hours, additional time will be billed in half hour increments.
- ◆ A Daytime Medical Emergency surcharge of \$50 per interpreter will apply to any last minute, medical assignments requested during business hours with one business day notice or less.
- ◆ An On-Call Emergency Service (EIS) surcharge of \$75 per interpreter will apply to any medical or police emergency requested through our on-call Coordinator, outside of normal business hours or using the on-call EIS interpreters.
- ◆ A Night Differential of \$5.00 per hour, per interpreter will apply to any assignment that takes place between the hours of 10:00 p.m. and 6:00 a.m.
- ◆ [REDACTED] mileage reimbursement policy is that we match the rate that the IRS allows at the time the interpreting assignment takes place. The [REDACTED] rate will change when the IRS rate changes, and may change without notice. Travel is charged for each mile the interpreter travels to and from an assignment. Parking, tolls, train fare, cab fare or bus fare will also be charged as incurred by each interpreter. Depending on distance, [REDACTED] may negotiate an additional rate of \$35/hour for travel time.